ROSEBURG PUBLIC LIBRARY

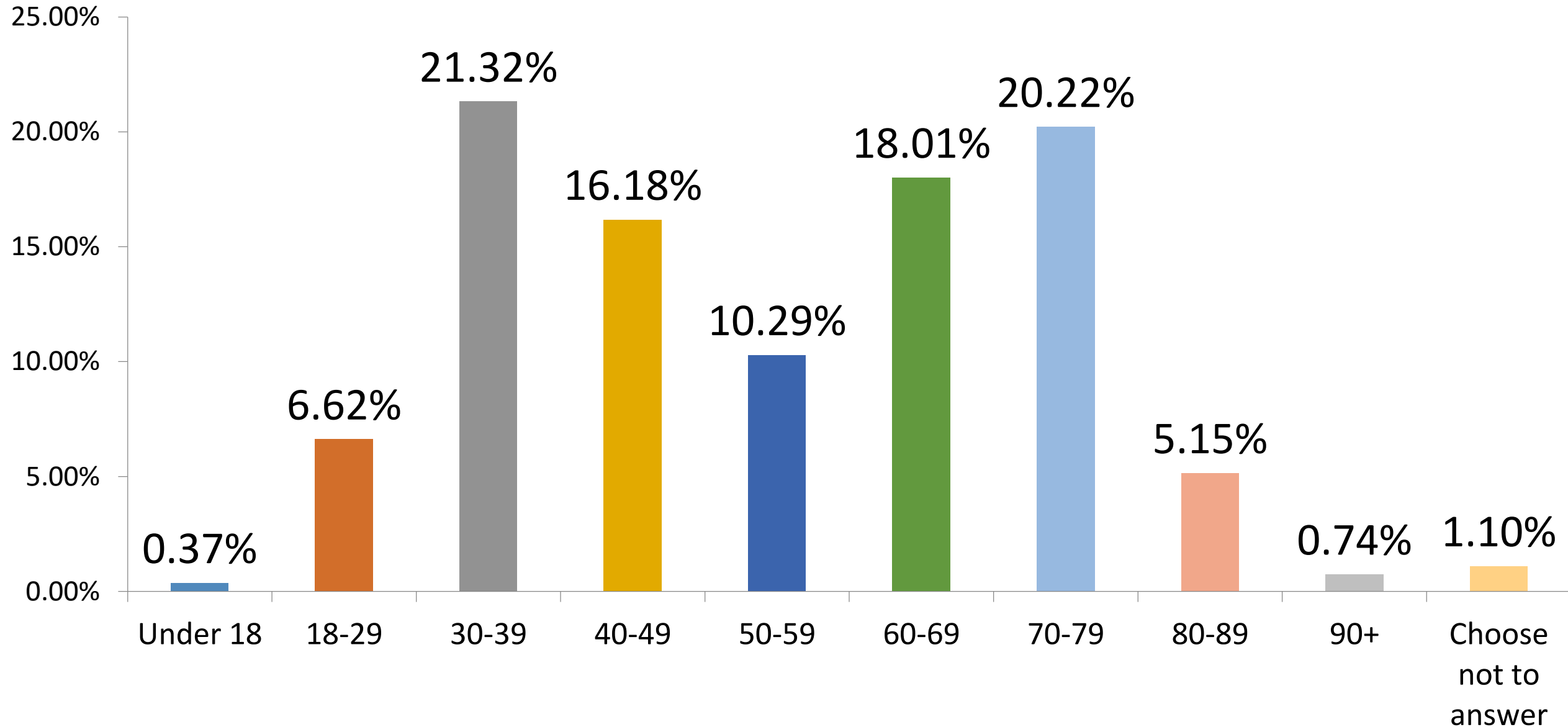## COMMUNITY, CURIOSITY, LEARNING

ROSEBURGPUBLICLIBRARY.ORG

2024 Library Use Assessment

Library Commission Presentation
June 18, 2024
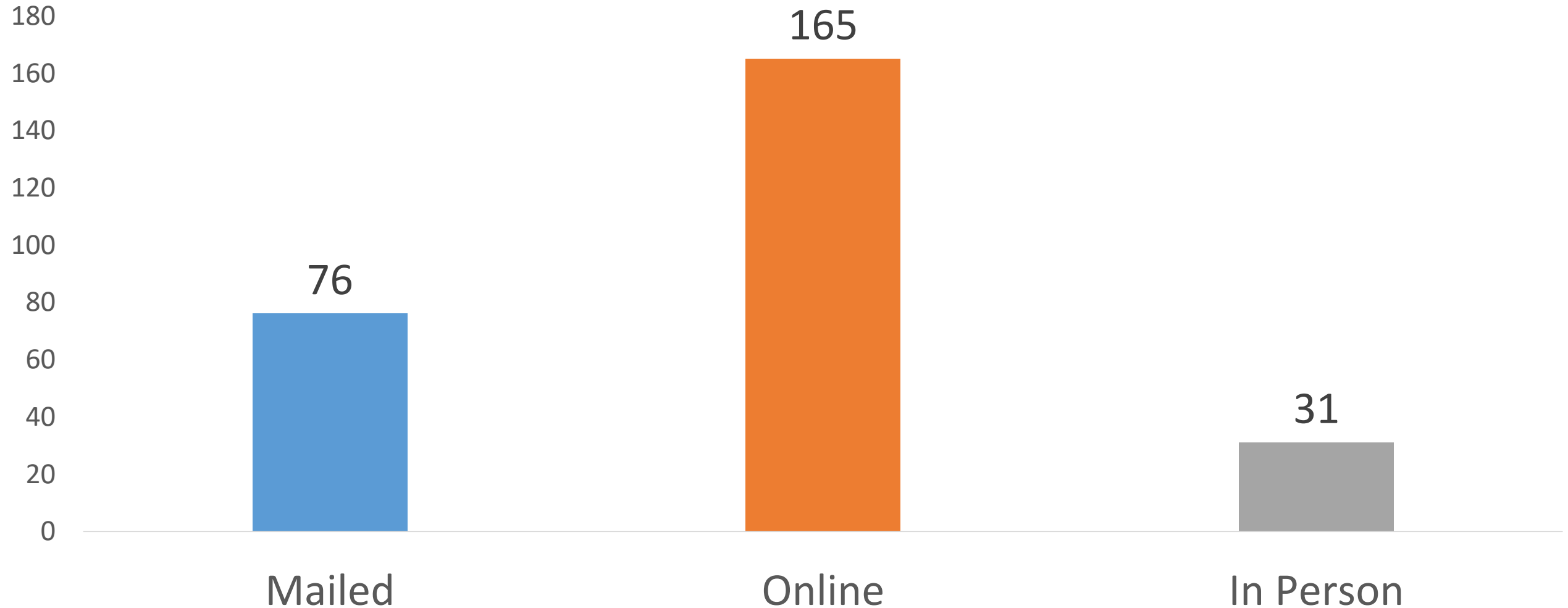
What is your age?
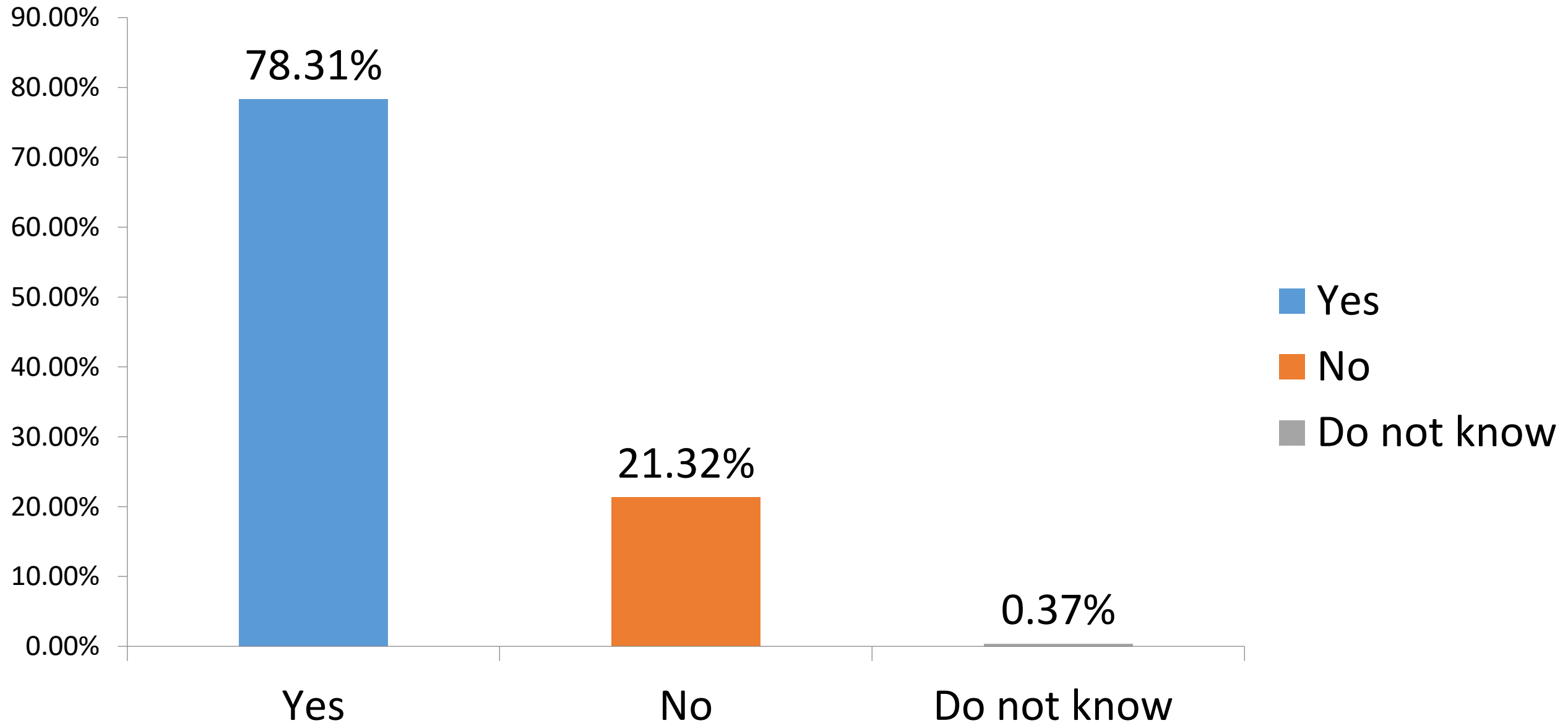
Do you have a library card?

Age of respondents/ respondents who have library cards
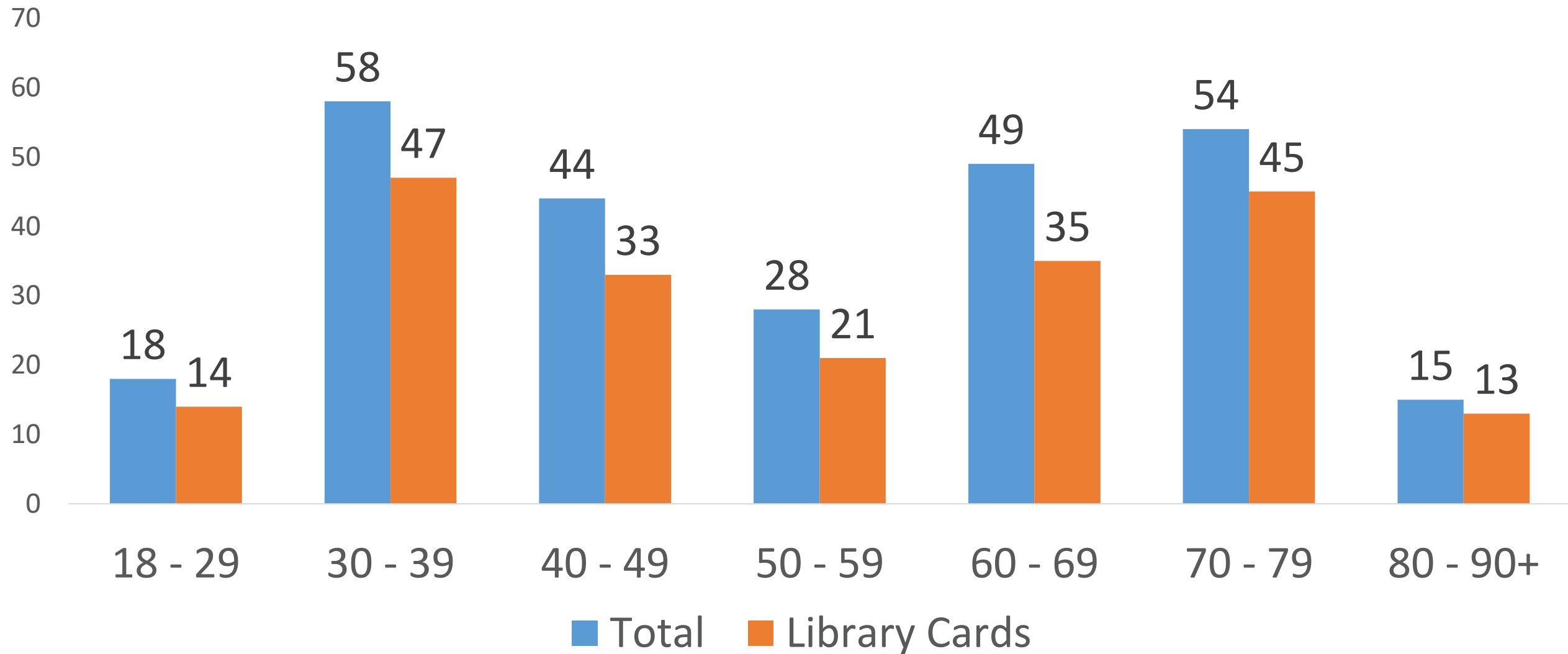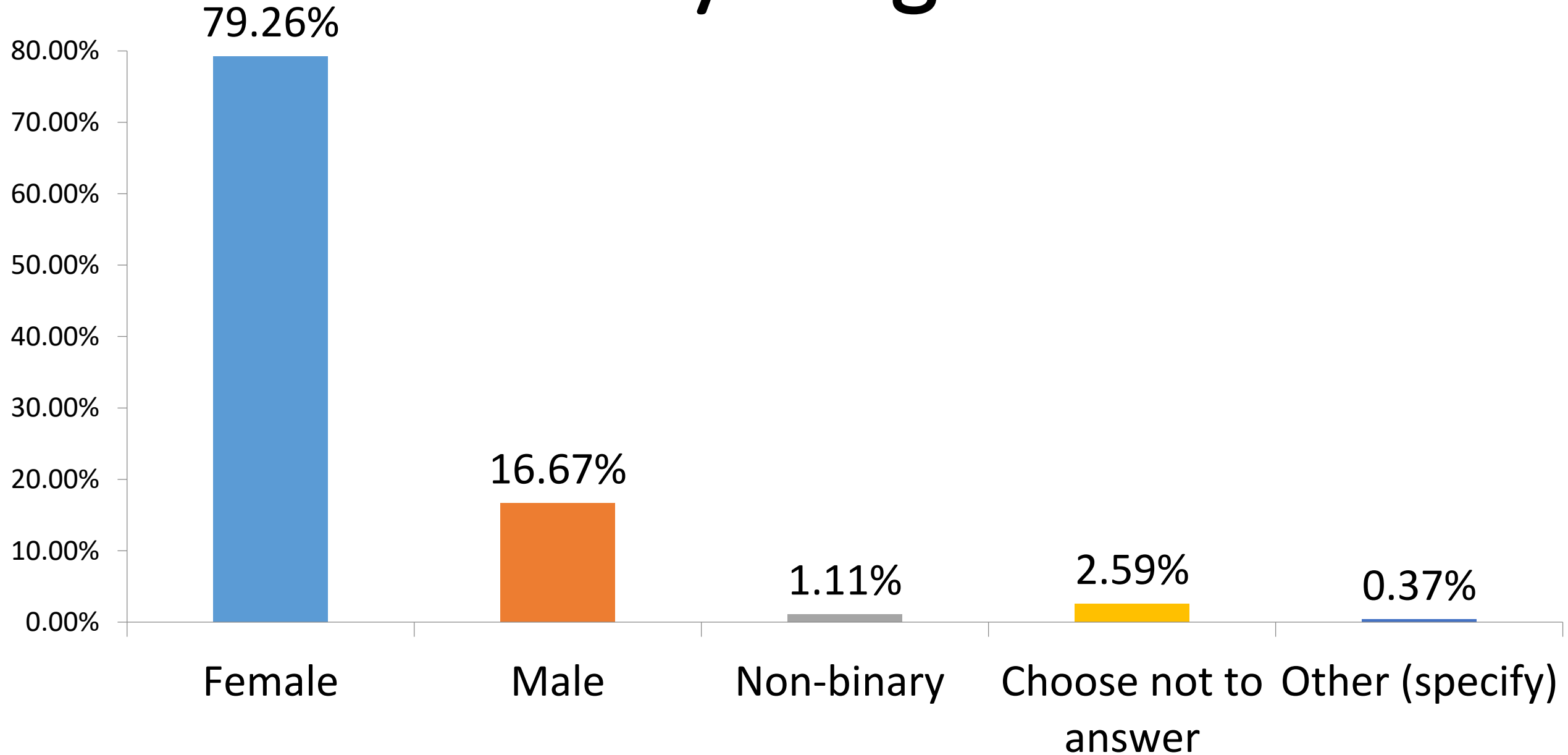
Age	Total	Library Cards
18 - 29	18	14
30 - 39	58	47
40 - 49	44	33
50 - 59	28	21
60 - 69	49	35
70 - 79	54	45
80 - 90+	15	13

What is your gender?

Female	79.26%
Male	16.67%
Non-binary	1.11%
Choose not to answer	2.59%
Other (specify)	0.37%

Legend: Excellent | Good | Fair | Poor | Don't know/Not applicable

Customer service
- Excellent: 182
- Good: 47
- Fair: 4
- Poor: 1
- Don't know/Not applicable: 24

Physical collection (books, DVDs, newspapers/magazines, etc.)
- Excellent: 82
- Good: 109
- Fair: 24
- Poor: 4
- Don't know/Not applicable: 38

Legend: Excellent | Good | Fair | Poor | Don't know/Not applicable
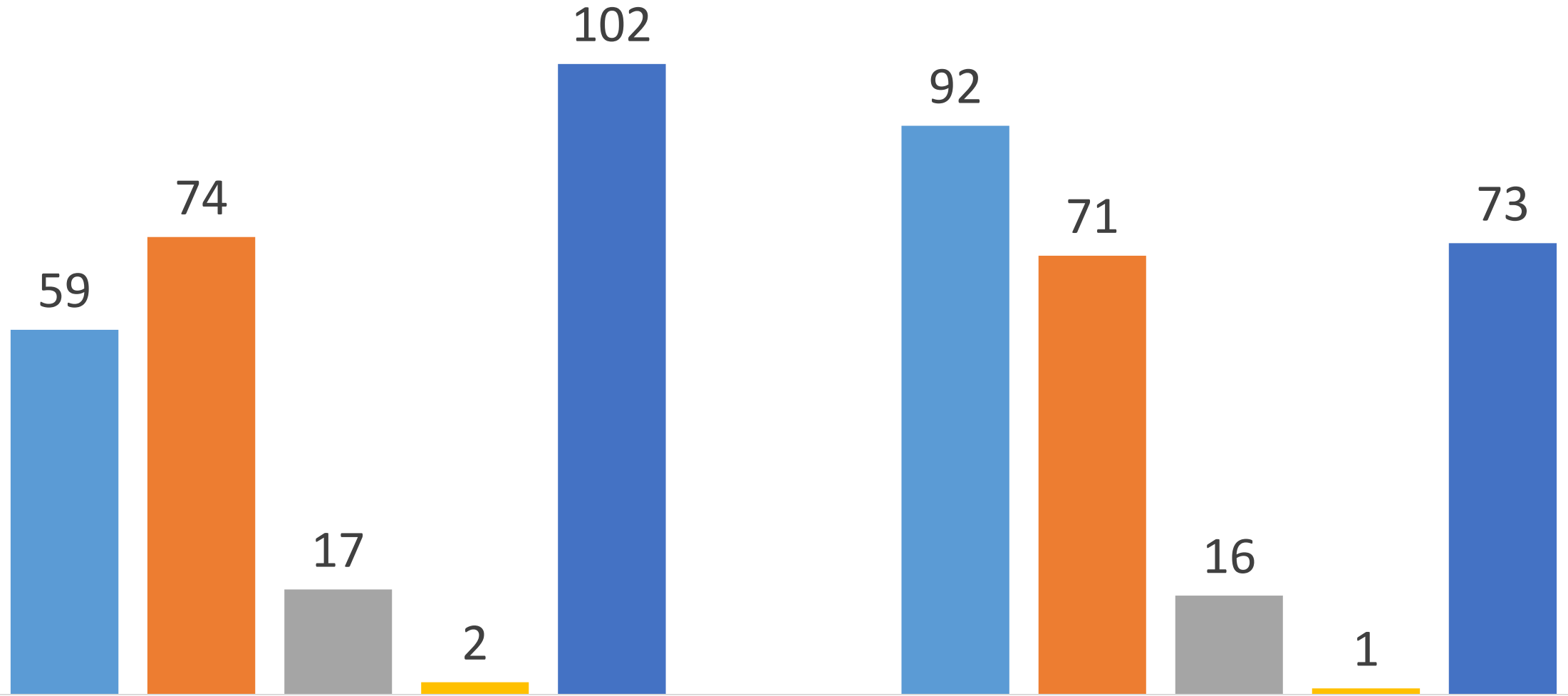
Digital collection (Libby, cloudLibrary)
- Excellent: 59
- Good: 74
- Fair: 17
- Poor: 2
- Don't know/Not applicable: 102

Programs (classes, storytimes, speakers, crafts, etc.)
- Excellent: 92
- Good: 71
- Fair: 16
- Poor: 1
- Don't know/Not applicable: 73

Legend: Excellent, Good, Fair, Poor, Don't know/Not applicable
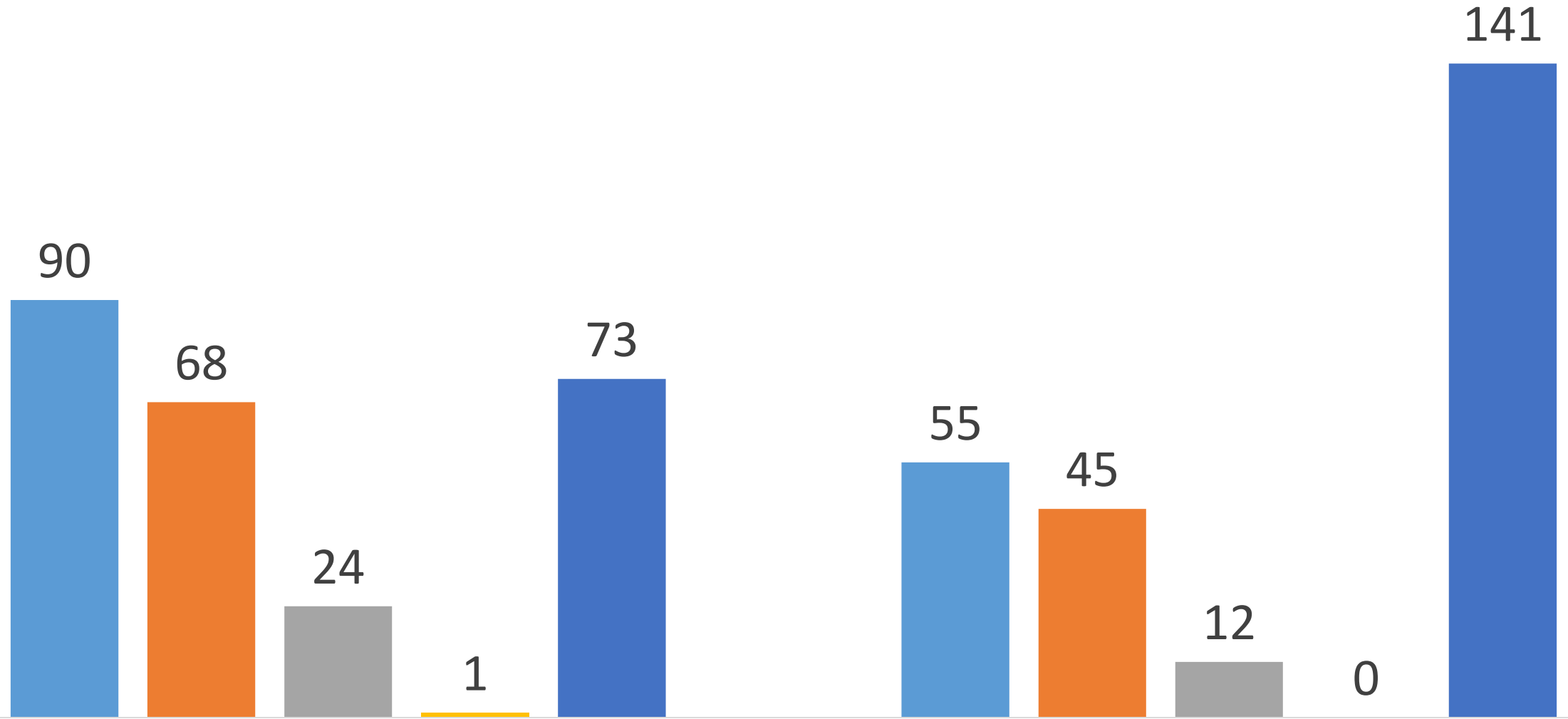
Online services (website, catalog, research databases, etc.)
- Excellent: 90
- Good: 68
- Fair: 24
- Poor: 1
- Don't know/Not applicable: 73

Computers and printers
- Excellent: 55
- Good: 45
- Fair: 12
- Poor: 0
- Don't know/Not applicable: 141

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Facility	140	67	13	0	27
Overall, how would you rate the library?	146	78	14	1	21

What do you value most about Roseburg Public Library?
254 responses

That it exists

Children's programs, materials, space

Materials – physical and digital

Staff

How could Roseburg Public Library or its services be improved?
219 responses

Hours of operation

Free cards

Materials – physical and digital

If you do not use Roseburg Public Library, why not?
119 responses

Cost of nonresident card

Concern re: people who are homeless

Inconvenient hours

Internet, bookstores

Adult Focus Group, March 28

Involvement at the Library

Paying for cards, donating, attending programming, and volunteering

Fondest memory

Volunteering and staff making patrons feel welcome

Best of the library

Community, collection, and programming

Improvements

Adult programming, outreach, parking, and book club kits

Adult Focus Group, March 28 cont.

When do you use the library?

Once a week, to twice or three times - browse and pick up holds

Why get a library card?

Continue the library's operation

Most important thing?

Library continues to exist, keep expanding collection and programs

Youth Focus Group, April 13

Involvement at the Library

Programming and browsing for books

Fondest memory

Staff, COVID-19 drive-up pick-up service, programming

Best of the library

Programming, summer reading, safe space, and student cards

Improvements

Writing/reading/math clubs, book drop outreach, cultural events.

Youth Focus Group, April 13 cont.

When do you use the library?

Once to twice a week, frequently during summer and every day after school

Why get a library card?

Love of books, not wanting to purchase, and support the library

Most important thing?

Mobile library

Outreach at ODHS First Thursday event

Information on library services

10 surveys were handed out

Connected with 61 people

Outreach at UCC's Steam Extravaganza

Information on the 2024 Summer Reading Program

Button makers craft

QR survey code

Reached 200+ people

Director's Takeaways

- MORE, MORE, MORE

- Publicity

- Survey suggestions ⟶ Staff action